

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L2	80565	"379"/\$4.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:21
L4	57	"379"/266.03.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:22
L6	77	"379"/266.06.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:23
L8	638	"379"/265.02.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:23
L9	758099	AUTOMAT\$2 near1 DISTRIBUT\$1 OR (CALL \$3 OR CONTACT)adj CENTER\$2 OR (TELEPHONE OR PHONE OR ON adk LINE) adj (ORDER\$3 OR SHOP\$ OR PURCHAS\$3 OR TRANSACTION\$3 OR BILLING OR BANK\$3) OR VOICE adj(MAIL \$3 OR MALL\$3) OR VOIP OR IVR OR INTERACTIVE adj VOICE adj RESPONSE \$2 OR CHAT\$3 OR CHATTING OR E adj MAIL\$3 OR IM OR INSTANT adj MESSAG \$3 OR ACD OR SHOP \$3 adj (CART\$3 OR BASKET\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26

L10	13761	(track\$3 or monitor\$3 or supervise\$3)with time with (agent or operator)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L11	2291	L9 and L10	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L12	51998	(notify\$3 or alert\$3 or warn\$3) with (agent or operator)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L13	763	L11 and L12	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L14	11927	call adj (time or duration or period)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L15	98	L13 and L14	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
L16	23	l2 and L15	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/22 09:26
S1	2	US "20070071223" A1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:26

S2	2	US "20060136716" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:33
S3	2	US "20050288927" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:37
S4	2	US "20040165570" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:38
S5	2	KR "2003097259" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:47
S6	3	US "20030002476" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:51
S7	75	US "5537470" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 14:55
S8	4	CA "2150598" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:29
S9	11	US "5416835" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:32

S10	2	US "7231034" B1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:35
S11	3	US "20050203666" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:37
S12	2	JP "2005184447" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:38
S13	2	US "20030100261" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:42
S14	3	EP "1157531" A2	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:46
S15	2	EP "836289" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:48
S16	2	EP "836289" A1	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 16:56
S17	28	US "5509055" A	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 17:01

S20	2	WO "200148984" A1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 17:19
S21	1	EP "1526472" A2	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 17:21
S23	2	WO "200079774" A1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/07 17:23
S25	757916	AUTOMAT\$2 near1 DISTIBUT\$1 OR (CALL \$3 OR CONTACT)adj CENTER\$2 OR (TELEPHONE OR PHONE OR ON adk LINE) adj (ORDER\$3 OR SHOP\$ OR PURCHAS\$3 OR TRANSACTION\$3 OR BILLING OR BANK\$3) OR VOICE adj(MAIL \$3 OR MALL\$3) OR VOIP OR IVR OR INTERACTIVE adj VOICE adj RESPONSE \$2 OR CHAT\$3 OR CHATTING OR E adj MAIL\$3 OR IM OR INSTANT adj MESSAG \$3 OR ACD OR SHOP \$3 adj (CART\$3 OR BASKET\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:02
S26	39123	(call or contact or service) adj center	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:04
S27	13754	(track\$3 or monitor\$3 or supervise\$3)with time with (agent or operator)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:06

S28	2289	S25 and S27	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:06
S29	51982	(notify\$3 or alert\$3 or warn\$3) with (agent or operator)	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:07
S30	762	S28 and S29	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:07
S32	11924	call adj (time or duration or period)	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:08
S33	98	S30 and S32	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:09
S34	509870	(caller or user or customer) with (select or predtermin\$3 or set)	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:17
S35	609	S32 same S34	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:17
S36	292	S25 and S35	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:18

S37	149	priority and S36	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:18
S38	4434737	PRIORI TY OR IMPORTANCE OR WEIGHT	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:19
S39	901726	COMMI T OR AGREE\$3 OR CONSENT\$3 OR ACCEPT\$3	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:20
S40	33	S35 same S39	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:21
S41	6459	S38 near queue	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:24
S42	23	S36 and S41	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:24
S43	18	S26 same S27 same S29	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:33
S44	131	S26 and S35	US-PGRUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:39

S45	20	S44 and (S38 with queue)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/01/18 19:40
-----	----	--------------------------	---	-----	----	---------------------

1/ 22/ 2008 9:31:30 AM

C:\Documents and Settings\azenati\My Documents\EAST\Workspaces\case\_775416.wsp